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DEVELOPER RESOURCE TELEPHONE DIRECTORY

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Microsoft®

THIS BOOKLET CONTAINS
TELEPHONE NUMBERS
THAT LINK YOU TO
MICROSOFT® DEVELOPER
PRODUCTS, SERVICES,
AND SUPPORT.

EACH SECTION BRIEFLY
DESCRIBES THE RELEVANT
SERVICES OR TOOLS AND
LISTS A SPECIFIC PHONE
NUMBER TO CALL FOR
INQUIRIES, PLACING
ORDERS, AND SO ON.

BECAUSE IT'S NOT
ALWAYS EASY TO FIND THE
EXACT PHONE NUMBER
YOU NEED, SAVE THIS
BOOKLET AS YOUR
PERMANENT DIRECTORY.

MICROSOFT DEVELOPER NETWORK

For more information
about how you can join
the Microsoft Developer
Network and obtain
membership benefits,
call the Developer
Services Team (from
6:30 A.M. to 5:30 P.M.
Pacific time) and se-
lect extension 11771.

(800) 227-4679

The Microsoft Developer
Network was established by
Microsoft to support all devel-
opers who write applications
for the Microsoft Windows™
operating system or who use
Microsoft development tools.
The Microsoft Developer
Network has two goals: first,
to write and publish information
on programming for Windows,
and second, to listen to the
development community
and channel its feedback
into Microsoft.

Developers can join the Microsoft Developer Network to receive
technical and resource information on a regular basis through three
channels: the Microsoft Developer Network CD, the *Microsoft
Developer Network News*, and CompuServe®.

Microsoft Developer Network CD. This quarterly CD is a
comprehensive information resource for developers. It contains
technical articles written by Microsoft programmers, documentation
for Microsoft development tools, sample code, tools, and Microsoft
Press® books. A Windows-based search engine allows users to
search the CD by source, subject, or keyword, or create queries to
find the exact information they need.

Microsoft Developer Network News. This quarterly newspaper
provides developers with strategy and resource information, updates
on development products, and programming tips.

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You can obtain 24-hour online access to the latest general and technical information about Microsoft developer products and services through the CompuServe Information Service. The Microsoft Developer Services Area provides one central location where you can access all developer-specific support and information services.

THE MICROSOFT DEVELOPER SERVICES AREA ON COMPU SERVE

This area includes:

Developer Forums. A set of forums covering developer-specific information on the Windows operating system, languages, tools, and utilities. You can use these forums to exchange messages with Microsoft Developer Support Engineers and experienced users of Microsoft development products. For example, the Windows Software Development Kit (SDK) Forum provides information about developing for the Windows environment. Microsoft Developer Support Engineers act as section leaders to help answer your application programming interface (API) questions.

Developer Network Technical Library. A new forum that contains dozens of downloadable technical articles and application code samples from the Microsoft Developer Network CD. These technical articles are written by experienced Microsoft developers and explain specific programming topics in detail.

COMPU SERVE INFORMATION SERVICE

For more information or to receive a free introductory membership (with \$15 usage credit), complete the attached postage-paid card or call CompuServe (from 8 A.M. to 10 P.M. Eastern time) and ask for department 359.

(800) 524-3388

specifications, and utilities. The entire library is keyword-searchable, and the files can be downloaded for local use.

Suggestion/Problem Report Form. A form you can use to make product suggestions or to report problems with Microsoft products.

To connect to the Microsoft Developer Services Area, type GO MSDS at the CompuServe "!" prompt.

Developer Knowledge

Base. An up-to-date database containing technical information about Microsoft developer-specific products compiled by Microsoft Developer Support Engineers. The Knowledge Base is full-text searchable and includes product information, bug lists, fix lists, documentation errors, and Microsoft press releases.

Software Library.

A collection of binary files, sample code, technical

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MICROSOFT DEVELOPER SERVICES TEAM

For help with non-technical questions relating to Microsoft developer products, services, and support, call the Developer Services Team (from 6:30 A.M. to 5:30 P.M. Pacific time) and select extension 11771.

(800) 227-4679

developer-related topics and products, purchase development kits for products such as Microsoft Excel, the Windows operating system, LAN Manager, SQL Server, and Word, and sign up for fee-based technical support programs.

Microsoft has established a Developer Services Team to assist you with general non-technical questions relating to Microsoft developer products, services, and support.

Service representatives can help you get started with Microsoft development tools and provide information on the Microsoft Developer Network, beta test programs, and upcoming Microsoft conferences, events, and training courses.

You can request timely, informative literature on many

MICROSOFT PRODUCT SUPPORT SERVICES

For product support phone numbers and more information on PSS offerings, call the Developer Services Team (6:30 A.M. to 5:30 P.M. Pacific time) and select extension 11771.

(800) 227-4679

also use their own modems and terminal emulation software to access the Microsoft Download Service, a download-only bulletin board complete with application notes, printer drivers, and technical notes.

TELEPHONE SUPPORT

Setup and installation support is available at no charge beyond a toll call with many Microsoft products. Limited development support is also available at no charge beyond a toll call with some Microsoft language products.

Developers can obtain additional support through CompuServe and through several annual, fee-based comprehensive support options designed specifically for developers. Please call the Developer Services Team for details.

Product Support Services (PSS) is committed to providing timely, high-quality support for developers working with Microsoft products. PSS provides assistance through two key channels: electronic services and telephone support.

ELECTRONIC SERVICES

Microsoft offers electronic Service Requests (SRs) through the Microsoft OnLine for Windows software. SRs are ideal for users who prefer the convenience of incremental information delivery and private response from a Microsoft engineer. Developers can

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Microsoft has the languages, testing tools, and development kits to help you get the most out of the MS-DOS® and Windows operating systems. You can add flexibility, improve performance, and even push the envelope of Microsoft operating systems by combining these tools.

LANGUAGES AND DEVELOPMENT ENVIRONMENTS

You can develop Windows-based applications with Microsoft C/C++, Microsoft FORTRAN, Microsoft COBOL, and the Microsoft Visual Basic™ programming system. Microsoft Macro Assembler enhances the performance of all these systems and gives you precise, low-level system control.

Some tools, such as the Microsoft Visual Basic programming system and Microsoft QuickC® graphical development environment for Windows, help you build Windows-based applications. Microsoft C/C++ combines the Microsoft Foundation Class Library with optimizing technology and a robust development environment to offer the toolset of choice for professional C/C++ programmers. Microsoft FORTRAN and COBOL help programmers migrate existing code and develop new MS-DOS and Windows-based applications.

Add-on toolkits containing technical publications and sample code are also available. They document internal APIs and formats incorporated by Microsoft development tools such as the Microsoft Programmer's WorkBench, the Microsoft CodeView® window-oriented debugger, and the Microsoft Advisor engine.

MICROSOFT DEVELOPMENT TOOLS

For the name of your nearest Microsoft languages reseller, call Microsoft Sales (from 6:30 A.M. to 5:30 P.M. Pacific time) and ask for End User Sales.

(800) 426-9400

For more information about Microsoft languages, testing and tuning tools, and development kits, call the Developer Services Team (6:30 A.M. to 5:30 P.M. Pacific time) and select extension 11771.

(800) 227-4679

TESTING AND TUNING TOOLS

Microsoft also has tools that can help you get more out of your code. The Microsoft Source Profiler helps you measure the performance of your MS-DOS or Windows-based program and prioritize areas for fine-tuning. Microsoft Test for Windows automates software testing and helps ensure better-quality Windows-based applications.

DEVELOPMENT KITS

Technical documentation, utilities, development tools, and sample code are often grouped into Software Development Kits (SDKs) and Device Driver Kits (DDKs). These toolkits are usually designed for a specific release of an operating system, such as version 3.1 of the Windows operating system, or for a new API, such as the Win32™ API for Windows NT.™ Toolkits for developing client-server and multimedia applications are also available.

Before formal release, a development kit is often available in limited-distribution beta versions, and it may also be purchased as part of a preliminary release program directly from Microsoft. After formal release, the toolkit is available to the public either directly from Microsoft or through resellers. Some toolkit components also become part of other Microsoft development tools. For example, both Microsoft QuickC for Windows and Microsoft C/C++ contain many elements of the Microsoft Windows SDK.

MICROSOFT CONSULTING SERVICES

For more information on Microsoft Consulting Services, call MCS within your region.

Central Region:

(708) 495-5550

Northeast Region:

(617) 487-6500

South Region:

(214) 458-1739

West Region:

(206) 635-1980

MCS can explain not only how client-server computing works and where it's going, but what it can do for you.

MICROSOFT CONSULTING SERVICES

MCS consultants work with hundreds of organizations worldwide to design and build mission-critical applications such as order entry, executive information, investment bank trading, sales force automation, payroll, and document management systems.

MCS consultants can leverage their broad experience and help developers:

- Apply the most powerful technologies—Windows, Windows NT, graphical user interface, pen computing, 32-bit computing, object orientation, and messaging.
- Design and build effective, robust desktop applications.
- Take full advantage of network, database, and development tools to yield maximum results.
- Gain client-server computing expertise—

MICROSOFT UNIVERSITY

For more information about MSU's software developer curriculum and training options, call MSU (from 6:30 A.M. to 5:00 P.M. Pacific time) and reference department number 292.

(206) 828-1507

MICROSOFT UNIVERSITY

Microsoft University (MSU) provides technical education and training to Information Systems Managers, Software Developers, and Support Professionals on Microsoft systems products and client-server architectures.

Professionals Training Professionals—

Training from the Source. Microsoft has become the world's microcomputer software leader through its development insights and expertise. MSU's curriculum imparts this expertise directly to you. Professional developers must launch easy-to-

use, robust applications more quickly than ever before to remain competitive. At the same time, economic challenges force the reduction of development costs and necessitate increased attention to the bottom line. MSU's software developer curriculum accelerates your learning curve and provides the knowledge and skills you need to build and support real-world business solutions.

MSU's curriculum includes courses in Microsoft Excel version 4.0, Visual Basic version 1.0, SQL Server, Windows version 3.1, and C/C++ version 7.0.

MSU provides ultimate flexibility in selecting and combining training options. Courses are available through 75 training alliance members at nine MSU regional locations. Options include customized training, on-site training, corporate licensing programs, and video training.

MICROSOFT PRESS

For a complimentary technical books catalog, call Microsoft Press (from 8:00 A.M. to 5:00 P.M. Pacific time).

(800) 888-3303

For clear, comprehensive, up-to-date information on Microsoft operating systems and languages, turn to Microsoft Press. These books provide essential technical information that sharpens your programming skills and helps reduce development and debugging time.

Some of the indispensable references for programmers include:

The Microsoft Programmer's Reference Series — detailed information on the internals of the Microsoft Windows and MS-DOS operating systems

The Microsoft Windows Programmer's Reference Library — documentation for the Microsoft Windows SDK in several volumes

Microsoft Press books offer insights, instruction, and sample code from the best programming minds in the business — including Charles Petzold, Ray Duncan, and Mitchell Waite. Titles include:

Programming Windows 3.1 — considered essential by every serious programmer of Windows-based applications

The Microsoft Visual Basic Workshop — includes ready-to-run routines for the Microsoft Visual Basic programming system

The Windows Interface: An Application Design Guide — the official guide to application interface design

Microsoft Press books are available wherever books and software are sold.

MICROSOFT SYSTEMS JOURNAL

For more information about *MSJ* and to start your new subscription, complete the attached postage-paid card or call (24 hours a day).

(800) 666-1084

Microsoft Systems Journal (MSJ) is the definitive source of high-quality, technical information for developers who work with Microsoft operating systems and languages.

When you subscribe to *MSJ*, you get comprehensive information on Microsoft Windows and MS-DOS, the operating systems of choice for PC computing today. You also learn about the technologies of tomorrow, such as the Win32 Application Programming Interface and the Windows NT operating system.

Recent issues of *MSJ* have covered topics such as implementing object linking and embedding (OLE), writing state-of-the-art TSRs that exploit MS-DOS 5, and performing automated testing of Windows-based applications.

Because *MSJ* is edited by Microsoft Corporation, readers have early access to emerging technology. *MSJ* readers learn about the future of the PC from those who are shaping it.

Through the pages of *MSJ*, software development professionals get definitive answers to their questions on programming in Windows, MS-DOS, and C/C++. *MSJ* authors include such noted experts as Charles Petzold, Ray Duncan, Paul Yao, and Andrew Schulman.

MSJ contains in-depth articles and useful coding examples that readers reference time and time again. Developers who read *MSJ* learn programming techniques they can put to use immediately to write the best possible applications.

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Take advantage of the free Introductory Membership to CompuServe, including:

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- A complimentary subscription to CompuServe's monthly computing magazine, *Online Today*

To sign up for your free Introductory Membership*, just complete this reply card and mail it in, or call (800) 524-3388 and ask for department 359. (Outside the U.S. and Canada, call (614) 457-0802.)

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*Offer limited to first-time members only. One per customer. Original reply cards only. Membership lasts indefinitely. Additional connect time beyond the \$15 usage credit costs \$12.80/hour (2400 baud). If you're already a CompuServe member, simply type GO MSDS at any "I" prompt to access The Microsoft Developer Services Area.

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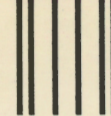
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Guarantee: If you are ever dissatisfied with *Microsoft Systems Journal*, you're entitled to a full refund on all unmailed issues.



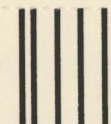
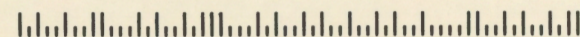
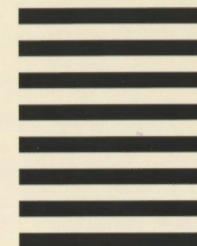
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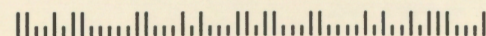
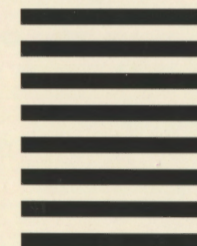
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